

Van Horne Cooperative Telephone Company

June 14, 2012

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St. SW
Washington, DC 20554

Received & Inspected

JUN 21 2012

FCC Mail Room

Karen A Majcher
V.P. High Cost & Low Income Division
Universal Service Administration Co.
2000 L Street NW Suite 200
Washington, D.C. 20036

Re: WC Docket No. 10-90
Annual Report Requirements

Please find enclosed copies of our IUB Quality of Service Reporting that we filed on April 12, 2012 along with a certification page.

Please let me know if you need anything else.

Sincerely,



Kerry Lee Less, Business Manager
Van Horne Cooperative Telephone Company
204 Main St. P.O. Box 96
Van Horne, IA 52346-0096

COMPANY NAME STATE STUDY AREA NO.

Van Horne Coop. Telephone Co. Iowa 35-1320

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Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Van Horne Cooperative Telephone	Iowa	351320

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



[Signature of Corporate Officer]

Date: 06/14/2012

Kerry Lee Less

[Printed Name of Corporate Officer]

COO

[Title of Corporate Officer]

Carrier's Name Van Horne Cooperative Telephone Company

Carrier's Address 204 Main St, PO Box 96, Van Horne, IA 52346-0096

Carrier's Telephone Number (319) 228-8791



ETC Certification Reporting Form
Quality of Service Reporting due May 1, 2012
Reporting Period January 1 - December 31, 2011

VAN HORNE COOPERATIVE TELEPHONE CO.
 204 Main Street P.O. Box 96
 VAN HORNE, IOWA 52346-0096

USAC Study Area Code: 351320
 Date: April 12, 2012

Company Name: Van Horne Cooperative Telephone Company Address: 204 Main Street, Van Horne, Iowa 52346
 Contact Person: Kerry Less Telephone: 319-228-8791 Fax: 319-228-8784
 E-Mail: canary@netins.net

Local Usage – 199 IAC 39.5(1). The amount of minutes of service provided each month, without any additional charge, as part of the ETC-eligible service. Each ETC shall include a description of its rate plans; a definition of the calling area associated with the plans; an explanation of bundling of local and long distance services; an explanation of free calls to government agencies or other entities; and an explanation of other issues related to the rates and terms of the plans. (Attach additional sheets as needed).

Description of Rate Plans: To add additional rows to the table, press the tab key when in the bottom right table cell.					
Service Plan Name	Minutes of Service	Calling Area for service Plan	Services Included in Service Plan	Free calling Information Included in the Service Plan	Other Issues Related to the Rates and Terms of the Service Plan
Residential – Basic	Unlimited – Local	Keystone, Atkins, Newhall, Blainstown, Cedar Rapids & surrounding areas	Local Phone Service	None	None
Business – Basic	Unlimited – Local	Keystone, Atkins, Newhall, Blainstown, Cedar Rapids & surrounding areas	Local Phone Service	None	None

Notes or Explanations as Needed:



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Access to Emergency Services – 199 IAC 39.5(2). Provide a listing of each area in Iowa where the eligible carrier currently provides Phase I and Phase II E-911. To add additional rows to a table, press the tab key when in the bottom right table cell.

N/A

Answer Time - 199 IAC 39.5(3). Identify the average wait time (in seconds) customers experience when calling your customer service center, regardless of the location from which the customer is calling.

Average wait time (in seconds): 3

Retail Locations - 199 IAC 39.5(4). Provide the number, location, hours of service, and telephone number for each carrier-owned location in Iowa, as well as the eligible carrier's Web address and toll-free customer service number.

Total number of Retail Locations in Iowa: 1

Retail Location Information: To add additional rows to a table, press the tab key when in the bottom right table cell.				
Location: Community Name or City	Address of Facility	Hours of Service at the Retail Location	Internet Web Address for Contacting the Retail Location	Toll-free Customer Service Number
Van Horne	204 Main Street	M-F: 8:00 AM – 5:00 PM	N/A	1-800-926-1341

Notes or Explanations as Needed:



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Unfilled Requests for Service - 199 IAC 39.5(6). The number of requests for service from potential customers that were unfulfilled for over five days during the past year.

Number of Requests for Service for Potential Customers that were unfulfilled during the reporting Period: 0

(Please provide an explanation for each unfilled order along with wire center NXX or geographic area description for the reporting period. To add additional rows to a table, press the tab key when in the bottom right table cell.)

Requesting Consumer Surname	NPA-NXX or geographic Location	Explanation

Complaints - 199 IAC 39.5(7). The number of complaints per 1000 handsets or lines. ETCs serving fewer than 1000 handsets or lines shall report the actual number of complaints.

Number of Complaints per Thousand Handset or Lines: 0

(If less than 1000 handsets/lines, Please provide information as number of complaints per number of handsets or lines. Complaints are defined as complaints from Iowa customers located within the carrier's Iowa ETC designated area and received by the carrier, regarding the provisioning of the required supported services outlined in Iowa Admin. Code Ch. 39.2(1), or complaints regarding unauthorized changes in service.)



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CONFIDENTIAL

FCC Outage Reports - 199 IAC 39.5(5). Each ETC shall file copies of all FCC outage reports it filed with the FCC. The copies will be filed as confidential pursuant to the provisions of 199 IAC 1.9(5)"c."

Number of Service Outages Reported to the FCC: 0

(Please file copies of reports filed with the FCC as separate documents in your electronic filing)